

Funeral Services - Requirements

This document is a preview generated by EVS

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

See Eesti standard EVS-EN 15017:2019 sisaldab Euroopa standardi EN 15017:2019 ingliskeelset teksti.	This Estonian standard EVS-EN 15017:2019 consists of the English text of the European standard EN 15017:2019.
Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas	This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation.
Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 11.09.2019.	Date of Availability of the European standard is 11.09.2019.
Standard on kättesaadav Eesti Standardikeskusest.	The standard is available from the Estonian Centre for Standardisation.

Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile standardiosakond@evs.ee.

ICS 03.080.30

Standardite reprodutseerimise ja levitamise õigus kuulub Eesti Standardikeskusele

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonsesse süsteemi või edastamine ükskõik millises vormis või millisel teel ilma Eesti Standardikeskuse kirjaliku loata on keelatud.

Kui Teil on küsimusi standardite autorikaitse kohta, võtke palun ühendust Eesti Standardikeskusega:
Koduleht www.evs.ee; telefon 605 5050; e-post info@evs.ee

The right to reproduce and distribute standards belongs to the Estonian Centre for Standardisation

No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, without a written permission from the Estonian Centre for Standardisation.

If you have any questions about copyright, please contact Estonian Centre for Standardisation:

Homepage www.evs.ee; phone +372 605 5050; e-mail info@evs.ee

English Version

Funeral Services - Requirements

Services funéraires - Exigences

Bestattungs-Dienstleistungen - Anforderungen

This European Standard was approved by CEN on 28 July 2019.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Contents	Page
European foreword.....	5
Introduction	6
1 Scope.....	7
2 Normative references.....	7
3 Terms and definitions	7
4 Ethical values.....	12
5 Education	13
5.1 General.....	13
5.2 Funeral director.....	13
5.2.1 Responsibilities	13
5.2.2 Qualification/Evaluation.....	14
5.2.3 Minimum educational units	14
5.3 Funeral personnel.....	14
5.3.1 Responsibilities	14
5.3.2 Qualification/Evaluation.....	15
5.3.3 Educational units.....	15
5.4 Embalming or thanatopraxy	15
6 Advisory services	15
6.1 Prerequisites	15
6.2 Introductory advice and information.....	16
6.3 Advice on the ceremony.....	18
6.3.1 Obituaries	18
6.3.2 Printed and electronic items.....	18
6.3.3 Organization of the funeral ceremony	18
6.3.4 Funeral ceremony conducted by religious or secular officiant(s)	18
6.3.5 Music.....	19
6.3.6 Post-funeral advisory and support services.....	19
6.4 Services and cost	19
6.5 Pre-need and prepaid funeral	20
6.5.1 General.....	20
6.5.2 Preliminary contact.....	20
6.5.3 Consultation	21
6.5.4 Financing.....	21
6.5.5 Conclusion of the agreement.....	21
7 Funeral facilities.....	21
7.1 General.....	21
7.2 Rooms and areas	22
7.2.1 General.....	22
7.2.2 Preparation areas	22
7.2.3 Cooling/refrigeration	23
7.2.4 Public area	23
7.2.5 Administration.....	24
7.3 Equipment and Working materials	24
7.3.1 Vehicles.....	24
7.3.2 Equipment for moving deceased persons	25

7.3.3	Support Material	26
7.3.4	Adornment Material	26
7.3.5	Funeral-related services at cemeteries	26
7.4	Personal Protective Equipment (PPE)	26
7.5	Waste management and environment	27
8	Transport of deceased persons or human remains	28
8.1	Repatriation, transfer and transport	28
8.1.1	General	28
8.1.2	Long-distance transport	28
8.1.3	International transport of the deceased	29
8.1.4	International transport of cremated remains	29
8.2	Public authority removals	29
9	Care of the deceased	29
9.1	General	29
9.2	Practical procedures	30
9.2.1	Initial procedures	30
9.2.2	Dressing of the deceased	30
9.2.3	Embedding	30
9.2.4	Embalming/Thanatopraxy	31
9.2.5	Cosmetology	31
9.2.6	Viewing	31
9.3	Funeral ceremony	32
9.4	Burial (excluding cremated remains)	33
9.4.1	Existing burial plot	33
9.4.2	New grave	33
9.4.3	Grave dressing	33
9.4.4	Burial at sea	33
9.5	Cremation	34
9.5.1	General	34
9.5.2	Disposal of ashes	34
9.6	Exhumation	34
9.6.1	General	34
9.6.2	Exhumation on behalf of authorities	35
9.6.3	Exhumation performed on behalf of the relatives	35
10	Online services	35
10.1	General	35
10.2	Online funeral broker	35
10.3	Online Funeral Company	35
10.3.1	General	35
10.3.2	Price and product information	35
10.3.3	Documentation to the client	35
10.4	Online funeral services	36
10.5	Online funeral-related services	36
10.5.1	General	36
10.5.2	Creating a memorial page	36
10.5.3	Online death announcement	36
10.5.4	Online donation	36
11	Quality management	36
11.1	General	36
11.2	Quality assurance and complaints handling	37
11.3	Monitoring system	37
12	Privacy policy	37

Annex A (informative) Skills and Knowledge of Funeral Director and Funeral Personnel	38
A.1 General.....	38
A.2 Funeral Director.....	38
A.2.1 Knowledge (Theoretical training)	38
A.2.2 Know to (execute/operationalize)	38
A.2.3 Know to (relational/behavioural)	39
A.3 Funeral Personnel.....	40
A.3.1 Knowledge (Theoretical training)	40
A.3.2 Know to (execute/operationalize)	40
A.3.3 Know to (relational/behavioural)	41
Annex B (informative) “Laissez-passer” of a deceased or cremated remains.....	42
Annex C (informative) Cremation ethics of the International Cremation Federation (ICF)	43
Annex D (informative) Minimum recommendations concerning the use of coffins, their accessories and cremation urns	45
D.1 Coffins and accessories	45
D.2 Cremation urns	45
Annex E (informative) Memorial page.....	47
E.1 General.....	47
E.2 Terms and conditions.....	47
Annex F (informative) Code of Ethics of the European Federation of Funeral Services (EFFS)....	49
Annex G (informative) A-deviations.....	50
Bibliography.....	51

European foreword

This document (EN 15017:2019) has been prepared by Technical Committee CEN/TC 448 “Funeral Services”, the secretariat of which is held by ASI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2020, and conflicting national standards shall be withdrawn at the latest by March 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 15017:2005.

This document is a comprehensive technical revision of EN 15017:2005.

The main modifications are:

- Requirements for the education of funeral personnel have been added.
- More detailed requirements on the provision of funeral facilities have been added, including requirements for the provision of working equipment, transport vehicles and other working materials.
- More detailed requirements on advisory services and on care of the deceased have been added.
- Clauses on online funeral services, quality management, ethical values and privacy policy have been added.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

The revision of this document is based on the changing markets in the funeral sectors of Europe. It has been prepared to provide a state of the art position to all persons and/or companies providing a service in the funeral sector.

It is intended to provide more transparency in funeral-related services and facilities and the underlying pricing principles for the consumer and contains improvements on the part of the service providers in funeral-related services; hence providing higher standards and quality for the consumer and the client. The main contents are education, transport, facilities, advisory services, online funeral services, and care of the deceased for both burial and cremation services.

This document ensures quality in funeral services, including the highest respect for the deceased and bereaved, while respecting the laws and regulations in force.

1 Scope

This document sets out the requirements for the provision of funeral services with respect to education, transport, facilities, advisory services, and care of the deceased for both burial and cremation services.

This document is applicable to all funeral professionals, funeral homes, and funeral-related services at cemeteries and crematoria as well as any other person(s) providing funeral services of any kind.

This document does not apply to product-related technical requirements. Occupational health and safety requirements are not covered by this document.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

ashes

cremated remains

remains of the deceased and/or human remains after being cremated including residual products of a burnt coffin/casket

3.2

ashes container

container made of resistant material for holding the ashes resulting from the cremation of the deceased and/or human remains

3.3

body bag

special bag made of resistant material designed to contain a human body, used for the storage and transportation of the deceased and/or human remains in order to prevent contact with the body

3.4

body bag handles

handles made of resistant material, e.g. PVC or strengthened nylon, for ease of handling of body bags

3.5

burial

interment of the deceased and/or human remains

3.6

client

organization, person(s) or family of the deceased that receives a service

3.7

coffin

casket

box or other container in which the body of the deceased is placed for burial or cremation